

Intro

Hello, and thank you for joining. My name is Jill, and I am an Account Manager with SurgeryPlus for The State of Delaware. Today we will be discussing your SurgeryPlus benefit. Let's begin!

Slide 1

SurgeryPlus is one of your FREE benefits offered by THE STATE OF DELAWARE. SurgeryPlus provides top-quality surgeons and a full-service concierge for members with planned or plannable surgeries. What does "planned or plannable" surgeries mean? SurgeryPlus covers non-emergency surgical procedures. We will spend the next several minutes reviewing the benefit.

Slide 2

SurgeryPlus can be best represented by three pillars:

Pillar One – Full-Concierge Service

SurgeryPlus provides a full-service concierge to members. We have a team of dedicated Care Advocates whose only job is to assist members and handle all administrative tasks associated with the surgery process. Every time you call in to SurgeryPlus, you will speak to the same Care Advocate. That Care Advocate will know you, know your needs and best be able to assist you.

Pillar Two – Enhanced Quality of Care

SurgeryPlus only partners with top-quality surgeons. Our model is based on a surgeons of excellence model as compared to a centers of excellence model. Our focus is on ensuring you are partnered with the best possible surgeon for the procedure you need. We only work with top tiered surgeons who are true experts in their field. To do this, we take surgeon credentialing extremely seriously (and will talk about more in a few minutes) – one of the requirements is that our surgeons meet volume requirements. We want to make sure that the surgeon doing your procedure has completed that procedure 100s if not 1,000s of times.

The goal at SurgeryPlus is to provide members with a top-quality surgeon, place in a good facility for the BEST possible patient outcome.

Pillar Three – Hard Dollar Savings

Through our relationships with providers, SurgeryPlus offers savings to THE STATE OF DELAWARE who, in turn, is passing on the savings their members.

It is Important to Note: SurgeryPlus is not looking to create unnecessary surgeries. Instead, we want to provide members with information so that they can feel empowered to make the best possible decision based on their specific situation.

Slide 3

The map on the slide illustrates the SurgeryPlus provider network. We have surgeons located across the United States. We have found that 80% of the population lives within about an hour drive of a major big city; so that is how our network is positioned.

If we do not have a provider network nearby; SurgeryPlus offers a travel benefit to members. The travel benefit includes mileage allowance, per diem per day for you and a companion and a hotel (if needed). Prior to your appointment, your Care Advocate will mail you a pre-loaded debit card.

Slide 4

To even be considered as a surgeon in the SurgeryPlus network, surgeons must meet the following requirements:

1. Board Certification – SurgeryPlus requires all surgeons to be board certified and have an active medical license in the state in which they practice.
2. Experience – Surgeons must meet volume requirements. We want to ensure that the surgeon you are seeing has done your procedure 100s if not 1,000s of times.
3. Surgical Fellowship – Fellowship training is required for our Orthopedic surgeons. We want to make sure that the surgeon is a true specialist in their field and has completed the additional years of training.
4. Background Checks – We run criminal background checks on surgeons.
5. Malpractice Review – A Malpractice review is done for all surgeons. We have a team that reviews all claims for merit.

Credentialing is key to providing our members with only top-tiered high-quality surgeons of excellence.

Slide 5

This is an example of the SurgeryPlus credentialing process.

For a surgeon to pass credentialing requirements they must be experts in their field: licensed, board certified and fellowship trained. Additionally, SurgeryPlus requires that surgeons not have any state sanctions (not just in the state the doctor practices in – but across the United States) and they must pass a criminal background check.

If chosen randomly, 75% of providers do not meet these standards. With SurgeryPlus, they do.

Slide 6

One example of a top-quality surgeon available to you through SurgeryPlus is Dr. Alex Bodenstab. Dr. Alex Bodenstab is an Orthopedic specialist who completed his residency training at Dartmouth Hitchcock Medical Center.

Dr. Alex Bodenstab also Has held certification from the American Board of Orthopedic Surgeons since 1984.

Dr. Alex Bodenstab is just one example of the highly trained surgeons you have available to you through SurgeryPlus.

Slide 7

At SurgeryPlus, we know needing medical attention can be a stressful time in your life. As such, we have a team of Care Advocates that will help you handle all administrative tasks.

The way it works – when you know you need a procedure or are ready to see a specialist, simply call in to SurgeryPlus, speak to a Care Advocate who will provide you with at least three top quality surgeons – who are experts in the procedure that you need. They will assist with scheduling and booking appointments, transferring medical records and follow up with all along the way!

SurgeryPlus also has a portal available to members. The portal allows members to search for Educational Content, review details about your benefit and CHAT with a Care Advocate via the CHAT function.

Slide 8

SurgeryPlus covers over 1,400 surgical procedures across a wide range of categories. From orthopedics, spine, general surgery, and cardiac procedures. If you need a procedure you do not see here, please do not hesitate to call a Care Advocate!

Slide 9

We will now take some time to review the financial incentives in place for THE STATE OF DELAWARE members who take advantage of their SurgeryPlus benefit.

Slide 10

If you have a procedure through SurgeryPlus you will experience significant cost savings, regardless of what medical plan you are enrolled in.

On this slide, we have listed Plan Type: if you are enrolled in the PPO, HDHP or HMO plans through The State of Delaware- by using the SurgeryPlus benefit, your out of pocket expenses are dramatically reduced. This is done in the form of Waived Deductible and Waived Coinsurance. Resulting in all costs waived for your SurgeryPlus procedure. You will also be subject to receive a financial incentive depending on the procedure category completed. Rewards will be dispersed after all surgical claims have been processed.

What is included in the SurgeryPlus episode of care? Consultation appointments, the surgical procedure, and post- operative appointments.

Slide 11

The financial rewards are subject to the procedure category and range from \$500-\$4,000. Reward amounts will be administered via a Visa Debit card by the assigned Care Advocate after all procedural claims have been processed.

Slide 12

In conclusion, SurgeryPlus provides for THE STATE OF DELAWARE employees and their dependents a full service-concierge experience, an enhanced quality of care and hard dollar savings.

Slide 13

Start the process by calling, visiting the portal, or sending us an email today!

Thank you for joining and have a great rest of the day!